



Graduate Assistantship Position Description

JOB TITLE: Graduate Assistant for Case Management **DATE:** Fall 2023
REPORTS TO: Case Manager II **DEPT:** Student Housing
DIRECTOR OF DEPARTMENT: John Yaun

JOB SUMMARY

This position is responsible for assisting with the coordination of services and referrals for residential students experiencing difficulties with navigating the university system. Case managers do not provide counseling or therapy but assist students by strategizing on appropriate self-care and self-advocacy. Difficulties include (but are not limited to) students with physical health issues, mental health issues (current or emerging), challenges with academic adjustment, social adjustment, family matters, and policy violations. The GA in this position also works closely with Resident Assistants to alleviate job stress. The successful candidate will develop skills related to advocacy and referral to resources that will support the student's needs and also serve the needs of the campus community.

DUTIES & ESSENTIAL JOB FUNCTIONS

Expected to work an average of 20 hours/week, the GA will:

- Provide care and support to students of concern
- Serve as an advocate/resource in responding to calls/emails from students, faculty, parents and staff regarding concerns, issues, and referrals
- Assist and identify key student problems/issues and work with student and campus partners to explore resources, options, and next steps for resolution/care
- Assist with development of programming to support wellness of Resident Assistants
- Create wellness-focused content, such as the wellness newsletter or Instagram posts, to share with Resident Assistants
- Assist with in-person support for Resident Assistants, such as office hours in the residence halls, weekly debriefing meetings, and Resident Assistant staff meetings
- Share responsibility for tracking and data entry of student cases and case notes into the case management system (Maxient) or the resident management system (StarRez)
- Serve on the Student Housing duty rotation, which includes after-hours response to student needs
- Attend regular UMatter staff meetings on Mondays from 10:30 am – 12:00 pm to discuss current student events and issues as well as one on one meetings and professional development programs
- Attend monthly Residential Experience all-staff meetings
- Attend Community of Practice meetings as scheduled by the Assistant Vice Chancellor for Student Affairs and Dean of Students
- Assist with special projects as needed for UMatter: Student Support & Advocacy and Student Housing

OTHER FUNCTIONS AND RESPONSIBILITIES

Graduate Assistants who work as direct reports to Student Housing staff may be asked to participate in additional programs, events, and/or meetings in which the Student Housing staff is involved.

Other duties may be assigned as necessary.

MINIMUM QUALIFICATIONS

Education: Bachelor's degree from an accredited college or university.

Accepted by the University of Mississippi Graduate School and enrolled at the University by the time employment begins. The incumbent should be able to demonstrate superior written, verbal, organizational, and interpersonal skills.

PREFERRED QUALIFICATIONS

Students seeking degrees in Counselor Education, Social Work, or Higher Education.

Experience with case management.

Experience as a Resident Assistant (RA) or similar position within Student Housing.

Experience with trauma-informed work.

REQUIRED LICENSES/CERTIFICATIONS

Must have a current driver's license and reliable transportation to visit off-campus work sites.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

Physical Requirements: The incumbent may be required to lift up to approximately 10 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Speaking: Ability to give and receive information through speaking and listening.

Motor Coordination: While performing the duties of this job, the incumbent is frequently required to sit. The incumbent is occasionally required to walk; and use hands to finger, handle or feel objects, tools or controls.

COMPENSATION/BENEFITS

This position is a nine-month appointment and the incumbent will receive a monetary stipend and tuition benefits for work performed. \$11,000 stipend, room and board, a meal plan, and a 100% Tuition Scholarship (including non-resident tuition). Additional opportunity for professional development at the national and local level may be available.